

# ***The Kansas City "Dispatch"***

**Spring Edition**

**April 2002**

## **KFC Hosts Vice President**



Jiles Dunn, EOB, describes the Combo printer to the Vice President, Secretary O'Neill, and Senator Bond

The frequent question, "What do you plan to do with your tax rebate check?" assumed a new whole new meaning and life of its own when Jack Adams, Regional Director at the Department of Treasury's Kansas City Regional Financial Center (KFC), announced to employees that Vice President Cheney, Treasury Secretary Paul O'Neill and other distinguished guests would be coming to KFC on Friday, July 20, 2001 to publicize the mailing of the first wave of tax rebate checks. The group would include House Ways and



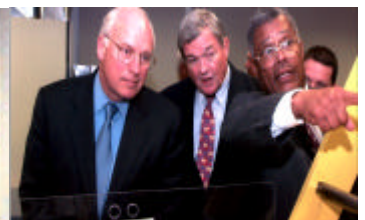
Vice President Cheney and Secretary O'Neill look on as Senator Bond (MO) speaks.

Means Committee Chairman Bill Thomas (CA), Senators Kit Bond (MO) and Sam Brownback (KS), Representatives Sam Graves and Kenny Hulshof (MO), Dennis Moore (KS), Ken Lucas (KY) and two families representing taxpayers.

Preparations for this historic event began in earnest on Monday, July 16<sup>th</sup> for KFC employees. In cooperation with the Secret Service advanced team, special secure phone lines were installed; building plans were carefully scrutinized to ensure the



PFB is transformed to host the Vice President.



Vice President Cheney and Senator Kit Bond toured KFC with Regional Director

ultimate top security of the building; specially trained dogs were brought in to assist in securing the building; procedures to accommodate CNN and the local media were established; special parking arrangements for FMS employees and surrounding businesses were determined. (See Vice President, Pg 2)

## The Kansas City "DISPATCH"

*(Vice-President, Cont. from Pg 1).* Excitement grew as the Payment Facilities Branch (PFB) was transformed to accommodate the large gathering; a stage, complete with bright blue drapes as a backdrop was built; a big screen TV was installed; several stacks of tax rebate checks were placed on the stage, along with a super-sized tax relief check; and, a large professionally created welcome sign was placed on the wall.

The week of anticipation was capped with the arrival of the Vice President's motorcade. Upon his arrival, Vice President Cheney, Treasury Secretary O'Neill and distinguished guests toured the center with Regional Director Jack Adams and Deputy Director Gary Beets. The group watched as checks were printed on the high speed Combo print system. Laser printing technology allows the Combo to print up to 70,000 checks per hour. An overview of the check wrapping system, which literally wraps the envelope around the checks at the rate of about 30,000 per hour, concluded the tour. The group was escorted into PFB to greet KFC employees and the media.

Prior to beginning his remarks, the Vice President introduced a very special guest, President George W. Bush,



President Bush addresses the group via satellite from Genoa, Italy.

speaking via satellite from the Group of Seven meetings in Genoa, Italy. The President emphasized, "Help is on the way! Congress worked with me in a bipartisan way and now your money is on its way back to you." With 692,000 tax-refund checks on the stage, ready for delivery, Bush added, "Tax relief is now as real as a stamp, an envelope and a check." Vice President Cheney, in reference to the huge backdrop of ready-to-mail checks, said, "They represent a promise made to the American people, a promise remembered and a promise kept. They remind us that things really can get done in Washington."

"The check is in the mail!" With those words, Treasury Secretary O'Neill began his remarks to approximately 250 attendees. Secretary O'Neill added, "I'd like to personally thank Jack Adams, the Director of the facility, for all of the hard work he has already done, and will do, over the next ten weeks. I personally appreciate the employees of Treasury who performed in such an exemplary way."



The economic impact of the \$38 billion in rebates remains to be seen. If history repeats itself, two-thirds will be spent with the rest going to savings or paying down credit card debt as was done with the 1975 tax rebate. Regardless of the economic impact, KFC employees will long remember the day the Vice President Cheney and Secretary O'Neill visited



KFC and what goes on behind the scenes to prepare for a visit from dignitaries. KFC employees have good reason to pause when entering and leaving their building to look at the picture of the Vice President and reflect proudly on the day when he came to KFC.

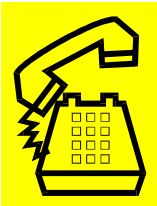
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# ASAP - Changing

## ASAP Voice Response Is Implemented!

The implementation of the Automated Standard Application for Payments (ASAP) Voice Response System (VRS) in March, 2001 was good news for ASAP Payment Requestors and Recipient Organizations! Payment requests, payment cancellations and book entry adjustments can now be processed by telephone. Some inquiries and report requests can also be made by using VRS. This service is recommended for those grant recipients who use ASAP infrequently, or do not have access to a desktop computer with an analog modem line. In addition, the VRS offers a limited menu during non-ASAP business hours when the ASAP system is not available on-line by personal computer.

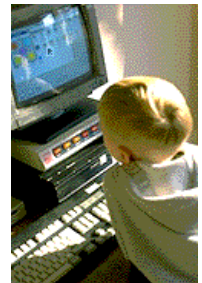


## ASAP Requestor Enrollment Streamlined

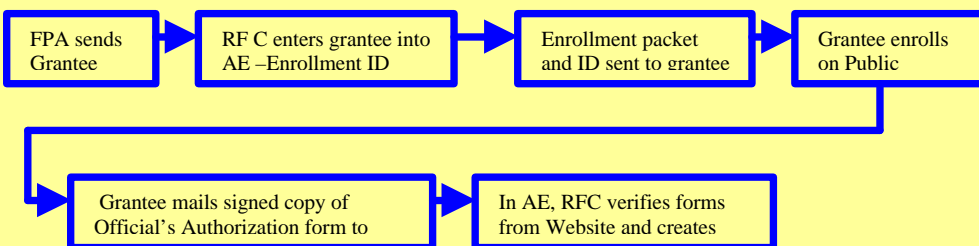
On February 28, 2002, the Financial Management Service (FMS) launched its new Automated Enrollment (AE) system for the Automated Standard Application for Payments (ASAP) system. ASAP is a grant payment system that allows Federal grantees to request grant money electronically.

**Current Process.** The current enrollment process requires organizations to manually complete and mail three enrollment forms to the servicing Regional Financial Center (RFC). The RFC confirms and enters the data into the ASAP system to create the grantee organization profile. Updates and changes to that profile are made similarly.

**Automated Enrollment.** The Federal Agency provides grantee information to the RFC. The RFC uses the data to establish the grantee in the AE system and assigns a unique enrollment ID for each grantee. The RFC provides grantees with the enrollment identification number and instructions for accessing AE over a public website. Grantees complete the enrollment forms on the website and provide a signed copy of the Official's Authorization Form to the RFC. Using the Official's Authorization Form, RFC personnel electronically verify the forms submitted over the Web and create the profile in the ASAP system. Grantee organizations, called recipient organizations in ASAP, also use the Website to make subsequent changes and updates to ASAP profiles.



### AE Process Flow



As part of the AE pilot project, Regional Financial Centers are currently using the AE process to enroll recipient organizations that send in paper enrollment forms. The full AE application will be available to grantee organizations in the near future. For additional information, contact Dianne Keith at 816-414-2103.

## What's New with CA\$HLINK II



I see a representative of the Kansas City Financial Center (KFC) contacting the CA\$H-LINK II Site Manager at your agency in the near future. The purpose of the call will be to ensure that your agency has met the minimum hardware/software requirements and the connectivity specification requirements of the redesigned CA\$HLINK System, CA\$HLINK II.

**CA\$HLINK II** is the Internet-based system which will replace the CA\$H-LINK Agency Access system used today by agencies to track receipts received through various collection systems, such as the Treasury's General Account, Lockbox, and Fedwire Deposit System. CA\$HLINK manages the collection of government funds totaling more than \$650 billion a year.

There are two important changes which will take effect when the CA\$HLINK II system is implemented: 1) Agencies will have the capability to access CA\$HLINK II over the Internet at any PC workstation that meets the minimum requirements of the new system and 2) the CA\$H-LINK Account Key will be replaced with a CA\$HLINK Account Number (CAN). One of the primary uses of CA\$HLINK II is to track, research, and reconcile agency receipts. The CA\$HLINK Account Number will enable users to retrieve information for a specific Account Key and Report Location.

For more details and information on CA\$HLINK II, including the recommended hardware/software requirements, visit our website at <http://www.fms.treas.gov/cashlink> or contact the Kansas City Financial Center at (816) 414-2100. While visiting our website be sure and sign up for our e-mail notification service to be alerted about new information posted to the CA\$HLINK II web site.

## KFC - - On the Road Again



"Customer Service is not just a slogan for the Kansas City Regional Financial Center (KFC), but a way of work." Customer feedback is an integral element of quality service. The Customer Assistance Staff (CAS) will be on the road again this summer to continue our "Customer Service Tour".



In 2000 KFC began the Customer Service Tour as an opportunity to meet face-to-face with customer agencies. KFC was extremely appreciative of this opportunity as it allowed us to have a better understanding of our customer's business. The give-and-take format of the meetings allowed each visit to be unique to fit the needs and desires of the agency.

During these meetings, KFC will discuss new initiatives as well as provide information on current programs. Agencies will have the opportunity to address their specific issues, mission and business lines.



Response to the previous visits was positive and proved beneficial to both KFC and our customers. We are looking forward to seeing you soon!



# KROC Becomes Reality

As reported in the December, 2000 issue of the "Dispatch", the Kansas City Financial Center (KFC) was named as the backup data center for the Hyattsville Regional Operations Center (HROC). KROC will replace the ROCs located in Austin, TX and Philadelphia, PA. Additionally, this spring, KROC was selected as the primary production-processing site for all monthly Social Security Administration (SSA) and Supplemental Security Income (SSI) benefit payments.

The final phase of the Office of Management and Budget (OMB) decision to "consolidate data processing centers in all Government Agencies" calls for KROC to serve as the primary backup for programs processed at the Bureau of the Public Debt (BPD).

Disaster recovery and continuity of operations' planning continues with discussions with every agency to determine the means to deliver payment information to KROC given various payment types, agency capabilities and practices under given disaster circumstances. A "dress rehearsal" is planned with each agency for every payment type before the end of December.

Since the announcement in April 2000, the Kansas City Operations Center (KROC) facility has been configured as the official FMS computer processing backup site to HROC.

All current HROC payment processes that must continue at KROC in the event of a disaster at HROC have been identified. Other current HROC processes, applications, services, etc that must continue at KROC in the event of a disaster at HROC have been identified and the backup requirements will be determined.

Beginning the week of August 1, 2001, KROC began backup of all daily payments. Testing is ongoing with Social Security for the October, 2001 implementation of KROC as the primary processing site for all monthly SSA and SSI benefit payments.

It is anticipated that the full development of KROC as the FMS "Hot site" for all FMS applications will be ongoing through 2003, at the earliest. In the meantime, agencies can expect contact from KROC staff to ensure their specific contingency needs are identified and appropriately satisfied.

## Customer Advisory Board



### **HOTEL ACCOMMODATIONS:**

Wyndham Baltimore/Inner Harbor  
101 W. Fayette Street  
Baltimore, MD 21201  
1-800-WYNDHAM OR (410) 752-1100

Rooms have been reserved for the nights of April 30<sup>th</sup> and May 1st. Please reference SSA/Kansas City Meeting. The government rate is \$110.00.

Please register for the meeting by contacting Yvonne Nance at (816) 414-2105 or you may email Yvonne at [Yvonne.Nance@fms.treas.gov](mailto:Yvonne.Nance@fms.treas.gov). We look forward to seeing everyone in Baltimore on May 1 & 2.

# Spring 2001 Customer Advisory Board Highlights

Commissioner Richard Gregg was a special guest at the spring meeting of the Kansas City Financial Center (KFC) Customer Advisory Board (CAB) held on May 9<sup>th</sup> and 10<sup>th</sup>, 2001 at the Clark County Library in hot and sunny Las Vegas, Nevada. Fifty people representing thirty Federal agencies attended the Las Vegas meeting.

Highlighting the meeting was the presentation of a proclamation by Ms. Alice Lewis from the office of the Nevada governor to Mr. Gregg.

**Mr. Jack Adams**, Regional Director, Kansas City Financial Center welcomed the Commissioner and the membership to the meeting and thanked the Environmental Protection Agency (EPA), Las Vegas for hosting the event. Mr. Adams briefed the attendees on the history of the CAB over the past nine years.



Ms. Alice Lewis, Nevada Governor's office, presents proclamation to Commissioner Gregg.

**Mr. Gregg** then addressed the board members regarding his management theory including teamwork to accomplish the work and the sharing of information. He further indicated that the upcoming Consumer Price Index (CPI) Social Security payments and the Internal Revenue Service (IRS) tax rebates were just some of the challenges currently facing FMS. Mr. Gregg provided a presentation to the membership regarding the volume and delivery of payments, volume of receipts, collection initiatives including Pay.Gov, debt collection and the government wide accounting project.

**Ms. Dawn Young Johns**, Manager, Check Claims Branch, FMS provided an update on the check claims process including the Check Operations Re-engineering Effort (CORE). CORE is a joint effort between the Federal Reserve and FMS to improve the check processing within and between the two organizations. Additionally **Dick Bauder**, Regional Operations, FMS briefed the board on the new Secure Payment System (SPS). SPS will replace the current Electronic Certification System (ECS) and will allow Federal Program Agencies (FPA) to certify and transmit payment files via the Internet. FMS customers will continue to process the same types of payment files and certifications using SPS as they currently process using ECS.

Members of the CAB reported on new initiatives as well as current activities within their agencies, and representatives from the Kansas City Financial Center briefed attendees on various projects and initiatives currently underway at KFC.

The next Customer Advisory Board (CAB) meeting is being hosted by the Social Security Administration (SSA) Headquarters in Woodlawn, Maryland on May 1 & 2, 2002.

## FMS Developing Replacement for ECS

In the next eighteen months to two years, the sun will set on the current Electronic Certification System (ECS). The Kansas City Financial Center (KFC) in conjunction with Regional Operations in Washington, DC is developing a new process known as the Secure Payment System (SPS). This system will provide the capability for Federal Program Agencies (FPA) to certify and transmit payment files via the Internet.



KFC, who manages the ECS system, has approximately 125 FPA's using the current system. About 41 of those users are international customers. There are close to 400 federal agencies using ECS FMS-wide.



SPS represents good news to ECS users who must meet the current hardware requirements, which include a 386 or 486 stand-alone personal computer housing a specialized ECS security board and a smart card reader. The SPS application will allow all federal agencies to use state-of-the-art computer equipment. Payments are certified and transmitted via the Internet using FMS In Touch. Instead of using a smart card reader, SPS will utilize Public Key Infrastructure (PKI) to encrypt data and authenticate SPS users.

FMS customers will continue to process the same types of payment files and certifications using the Secure Payment System as they currently process using ECS. SPS will continue to support "third party" format files as well.



Using ECS, at least two people are necessary to transmit payments, however, every federal agency must have a minimum of *three* persons on staff responsible for processing ECS payments. Those persons include a data entry operator (DEO), security administrator (SA) and Certifying Officer (CO). Agencies are still required to use a DEO and CO to process SPS files, however, once the ECS/SPS transition is complete, the security administrator (SA) will be eliminated.



As SPS is implemented, FMS will continue to provide a customer help desk and provide the same quality service customers experience with the ECS Help Desk. The Kansas City Financial Center will continue to provide technical SPS support as it does now. Regional Operations will coordinate training during implementation.

WE ♥ OUR  
CUSTOMER

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## Child Support Payments via EFT/EDI

The Kansas City Regional Financial Center (KFC) is working with Federal agencies that process payroll to convert their wage withholding child support payments from checks to electronic funds transfer (EFT)/Electronic Data Interchange (EDI).

The payments targeted for conversion to EFT/EDI are payments from orders issued to agencies from a child support enforcement entity that are directed to a state child support enforcement agency or the state's designated disbursement unit. Payments will be processed through the Automated Clearing House (ACH) network using the ACH Cash Concentration and Disbursement (CCD+) format.

- Specifically, these are child support payments within the jurisdiction of the Federal Child Support Enforcement Program initially legislated in 1975, under Title IV-D of the Social Security Act. The Act required state governments to set up their own programs to locate absent parents, establish paternity and support, enforce support, and collect and distribute child support payments.
- For Federal agencies, the conversion to EFT/EDI child support payments supports the mandatory EFT provision of the Debt Collection Improvement Act of 1996, Welfare Reform legislation, and is in line with the FMS' move towards an all-electronic payment environment. Additionally, EFT child support payments have substantial benefits for the Federal and State governments, and the parents, and children involved:
  - EFT/EDI is the most efficient and the least costly method for payments and collections.
  - Government internal controls are strengthened and reconciliation is streamlined.
  - EFT payments eliminate concern on the part of employers and employees about timely or lost payments.
  - Custodial parents can better plan and manage their finances, with timely child support.
  - Timely and consistent payments will help improve the quality of life for the children receiving child support.
  -

The following agencies are processing child support payments via EFT:

- US Coast Guard-Topeka
- Defense Finance Accounting Service-KC
- Justice-FBI
- National Science Foundation
- Health and Human Services-Military Payroll
- Department of Energy

(Cont. next page)



# Child Support Payments via EFT/EDI (Cont)

The following agencies anticipate updating their payroll systems to process child support payments via EFT in the future:

Enforcement Program contacts, and other program information.

Agency	Projected Date
National Finance Center	Feb. 2004
Department of State	TBD
Department of Transportation	TBD
Health/Human Services-Civilian Pay	TBD
US Tax Court	TBD
US Courts	Jan. 2003
General Services Administration	Nov. 2002
Nuclear Regulatory Commission	Oct. 2002

An FMS CSP Web site: [www.fms.treas.gov/csp](http://www.fms.treas.gov/csp) has been established, and includes a Federal Agency Guide for implementing EFT/EDI child support payments, State Child Support



Should you have any questions please call Joe Faubion, 816/414-2364.

## Employee Corner:

The Customer Assistance Staff (CAS) is happy to announce the addition of Dwight Sage to our staff. Dwight came to CAS as a contractor from ACS Government Services Group in January of 2001 to develop an application for the EFT Return Reconciliation process.

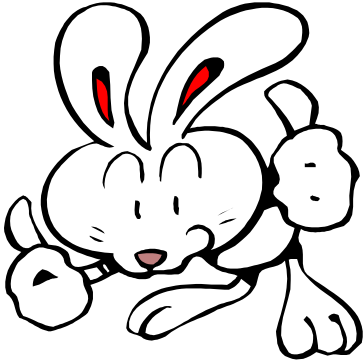


Dwight was born and raised in Montana and received his Bachelor of Science in Business and Finance in the Spring of 1993. He worked at Sprint in a variety of accounting, budgeting and software development positions. He resigned from Sprint in mid-2000 to pursue other opportunities before starting at ACS Government Services Group. His first contract was with the Financial Management Service. Dwight tells us, "When an opportunity became available at FMS, I decided to pursue it because of the great people I had an

opportunity to work with as well as the value I could add in automating and streamlining many business processes."

We welcome Dwight and look forward to working with him.

# ***One Billion Dollars Collected!***



Two thumbs up to the Kansas City Financial Center (KFC) Special Operations Team and to our 18 customer agencies.

In fiscal year 2001, KFC collected on behalf of 18 Federal Agencies in excess of **one billion dollars** in funds owed to the federal government through the Pre-Authorized Debit (PAD) program. This represents a substantial increase in collections from fiscal year 2000 in which 565 million was collected. This increase would not have been possible without the hard work and dedication of our current customer agencies who continue to promote and market the PAD program. KFC would like to acknowledge those agencies:

**USDA-Rural Economic Community Development  
National Finance Center  
Bureau of Reclamation – Boulder City, NV  
Bureau of Reclamation – Denver, CO  
Grand Canyon National Park Service  
Yosemite National Park Service  
Birmingham Debt Management Service  
General Service Administration – Kansas City, MO  
General Services Administration – Ft. Worth, Texas  
Environmental Protection Service  
U.S. Coast Guard  
U.S. Soldiers and Airmens Home  
Department of Energy – Bonneville Power Administration  
Department of Energy – Western Area Power Administration  
Department of Education  
Department of the Justice  
Bureau of Public Debt  
Office of the Comptroller of the Currency**

On behalf of KFC and the Special Operations Team, **THANK YOU** for all of your hard work!

**Thank You!**

**from the Kansas City Financial Center.**

## EURO – Replaces National Currencies



Austria



Germany



France



Portugal



Belgium



Ireland



On January 1, 1999, the Euro became the official currency of the twelve (12) countries selected for entry into the first wave of Europe's Economic and Monetary Union (EMU). The countries include Austria, Belgium, Germany, Spain, Finland, France, Greece, Ireland, Italy, Luxembourg, The Netherlands, and Portugal.



**5. Euro  
Note**



**1-Cent Euro  
Standard Side**



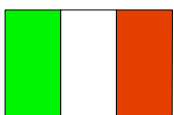
**France**



**Ireland**

**National Side**

January 1, 2002 became a historic day for 300 million people in Europe, as it marked the introduction of the euro currency. The banknotes are identical in all 12 countries, however, the coins have a common side and a national side. This single currency makes life easier when, for example, doing business or traveling in the euro area. The euro will circulate alongside the respective national currency during the changeover period in early 2002, however on March 1 the euro will be the sole legal tender throughout the area.



Italy



Greece



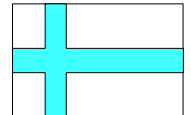
Luxembourg



Spain



Netherlands



Finland



The Kansas City Financial Center "Dispatch" is published by the Customer Assistance Staff. It addresses a variety of topics of interest.

If there is a topic or question you would like to see included in the "Dispatch" please give the Customer Assistance Staff a "jingle" (816) 414-2100.

## The Kansas City "DISPATCH"



At the Kansas City Regional Financial Center, we strive to provide quality service and are committed to excellence. If we can be of assistance to you in any way, please contact the Customer Assistance Staff at (816) 414-2100. Staff members: Susan Robinson, Manager, Lori Freeman, Mike King, Dwight Sage, Joe Faubion, Dianne Keith, Yvonne Nance, Carl Szczesny, Vicki Haddad, Barbara Gibbons, Annette Gomez, Curtis Radke.

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